

Communication & Grooming

(Two Day Workshop)

Course Objectives

At the end of the course, the participant can

- Define why listening is important.
- Demonstrate the use of open-ended and closed questions.
- Identify personal behaviour style and its unique challenges.
- Describe a model of feedback, communication, and listening.
- Explain the importance of body language.
- Effectively introduce themselves and others.
- Rephrase blunt language for better communication.
- List techniques for dealing with difficult people.
- Develop an action plan to improve communication skills.
- Enhanced social skills
- Greater confidence to interact with people from all walks of life
- Ability to make a positive first impression
- Ability to make a lasting impression
- Improvement in overall appearance
- Social Graces, Etiquette and Body language

Course Outline

Module I: Communication

- Communication as a Tool for Technology Professionals: Why Communication Skills Are Critical
- Building Personal Credibility: Understanding Different Communication Styles
- It's Not What You Say: Rephrasing for Better Relationships
- Tools of the Trade: Voicemail, Email, Memos, and More
- Thingamagigees and Gizmos: Communicating Technical Information to Non-Technical People
- Difficult Personalities and Difficult Situations: Dealing with Challenges
- Making a Great First Impression:

Module II: Grooming & Etiquette

- **Greeting and Introductions**
 - How to present yourself to people
 - How to make proper introductions, Paying & Receiving Compliments, Small Talk & Networking

Communication & Grooming

- Developing Your Professional and Personal Image
- Managing Different Personalities
- **Body Language**
 - Greeting Components
 - The Protocol of Shaking Hands
 - Introductions
 - Introductory Scenarios
 - Addressing Individuals
- **Etiquette of Dressing**
 - Understanding body language and its significant role in communication
- **Cell Phone Etiquette**
 - The do's and don'ts in dressing
 - Understand various dress codes for different occasions
 - Clothes and Corporate Culture
 - Personal Props and Accessories for Men and Women
- **Business Card Etiquette**
- **Behaviour outside the workplace**
 - Office parties
 - Client invitations
 - Entertaining customers
- **International Business Protocol**
 - Corporate Protocol
 - Languages
 - Dress Codes
 - Forms of Address
 - Greetings
 - Social Situations
 - Dining Do's & Don'ts
 - Tipping
 - Gift Giving
- **Multi-cultural Challenges**
 - Multi-cultural Etiquette
 - Examples of Cultural Insensitivity
 - Cultural Differences and their Effects on Business Etiquette
- **E-Mail Etiquette**
 - General etiquette
 - Sending effective messages
 - Form and tone of the messages
 - Responding to messages
 - Organizing the different parts of an email:
 - (a) Greeting
 - (b) Enclosures
 - (c) Closing
 - (d) CC & BCC

Communication & Grooming

- (e) Subject Line
- (f) Screen Appearance
- (g) Spacing
- (h) Font
- (i) Replying
- (j) Flaming

Time to time Quiz and Game